



Alex311 "Flooding Concerns and Inquiries" FAQs

Please refer to the following questions and answers to help guide you in determining when to use the Alex311 "Flooding Concerns and Inquiries" service request category.

What do I do if I have a sump pump but still experience flooding?

If your sump pump no longer functions, then it might have exceeded the lifespan, be damaged, or is the incorrect size, and you may need to reach out to a contractor.

What do I do if a drain in my basement stairwell is backing up?

Wait for the precipitation event to end and see if the water subsides. Consider submitting an Alex311 request. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

Runoff from my neighbors' yards flows into my yard. How can I stop this from happening?

It is advised that you first speak with your neighbor about the issue. You may consider hiring a contractor to help remediate the issue on your property. If you believe your neighbor is violating the building code, please submit a service request to Code Administration through Alex311.

What do I do if I see a missing manhole cover following a large storm?

Submit a service request for Sewer Infrastructure Issues through Alex311, and it will be addressed by TES Public Works Services.

What do I do if I see a damaged manhole cover following a large storm?

Submit a service request for Sewer Infrastructure Issues through Alex311, and it will be addressed by TES Public Works Services.

What do I do if I notice debris, dirt, and sediment in the roadway during/after a storm?

Submit a service request for Sewer Infrastructure Issues through Alex311, and it will be addressed by TES Public Works Service.

Can I get the alley behind my house re-graded, so stormwater flows away from my house?

Consider calling a contractor to assess the grading of your property and determine an appropriate course of action. Submit a service request for Flooding through Alex311 to report the flooding to the City. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

What can be done if the alley behind my house consistently floods during storms?

Submit a service request for Sewer Infrastructure Issues through Alex311. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

It stopped raining, but the alley behind my house isn't draining. What can be done about this?

Submit a service request for Sewer Infrastructure Issues through Alex311. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

What do I do if I notice dirt and debris covering a storm drain/ inlet?

If you are able, please clear the dirt and debris from the inlet. If there is a large volume of material, please submit a service request for Sewer Infrastructure Issues through Alex311, and it will be addressed by TES Public Works Services.

It looks like the storm drains on my street aren't doing their job because water is just pooling in front of them, without draining. What can be done about this? Are they broken?

It is advisable that you wait to see if they will clear on their own after the storm has passed. If they do not clear on their own after the storm, please submit a service request for Sewer Infrastructure Issues through Alex311. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

What do I do if I notice sanitary sewage backing up into my basement during a storm (from a shower, toilet, floor drains)?

Submit a service request for Sewer Infrastructure Issues through Alex311, and the TES Sanitary Sewer Division will respond. Note that some Alex311 requests are actionable by the City in the short-term, but most will be used to help drive medium- and long-term flood mitigation projects.

What do I do if I notice sanitary sewer issues in my basement and there's no active precipitation?

Please contact a plumber. Alex311 would *not* be utilized in this instance.

How do I participate in the sanitary sewer backflow prevention program?

The City of Alexandria sanitary sewer Backflow Preventer (BFP) Assistance Program reimburses homeowners for up to 50 percent of the cost of installing a BFP device by a licensed plumbing contractor, up to a maximum of \$2,000. The program is open to all City of Alexandria homeowners. The City offers assistance only to customers who have submitted an application and have been approved for reimbursement. Visit the backflow preventer webpage at www.alexandriava.gov/105378.

What does the heatmap show, and why does my property not appear to be on it, despite the fact that I experience flooding?

The heat map presented to the community is a representation of the volume of flooding-related Alex311 service requests received during a given time frame. Staff actively monitor and respond to Alex311 service requests. Sometimes flooding-related concerns are submitted as street requests or general information requests and may be missed in the creation of the map. The maps are updated periodically following a storm, so your flooding request may have been submitted following the most recent update.

What do I do if I notice water flowing into my basement from outside during a storm (through windows, doors)?

You will need to determine where the water is coming into your basement to help determine what measures you can make. You may look into re-grading or other land changes, permanent flood proofing on the exterior of your home, or temporary solutions such as sandbags. You may contact a contractor for more information. Here is a resource: crsresources.org/files/300/360_local_flood_proofing_programs.pdf.

Can I get my yard re-graded so stormwater flows away from my house?

It is advisable that you reach out to a contractor to determine if this is the best approach for your specific property needs.